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May 18, 2004

The Honorable Deborah Taylor Tate
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

PAID T.R.A.	
Chk #	<u>56010825</u>
Amount	<u>50.00</u>
Rcvd By	<u>JK</u>
Date	<u>5-20-04</u>

0400156

RE: Mutual Traffic Exchange Interim Agreement – Frontier & ITC DeltaCom

Dear Chairman Tate

Enclosed for TRA approval are an original and 14 copies of a Mutual Traffic Exchange Interim Agreement between Citizens Telecommunications of the Volunteer State dba Frontier Communications of the Volunteer State and ITC DeltaCom Communications, Inc and Business Telecom, Inc. (collectively, "ITCD") Also enclosed is our Disaster Recovery Plan.

A check for fifty dollars (\$50 00) to cover this filing fee is enclosed.

Please stamp as received the additional copy and return it in the enclosed envelope

If you have any questions, please call me at 304-325-1216

Sincerely,



J Michael Swatts
State Government Affairs Director

Enclosures

MUTUAL TRAFFIC EXCHANGE
INTERIM AGREEMENT

This Mutual Traffic Exchange Interim Agreement ("Agreement") is effective as of the latest execution date by and between ITC^DeltaCom Communications, Inc. and Business Telecom, Inc. (collectively, "ITCD") with offices at 4092 South Memorial Parkway, Huntsville, Alabama 35802 and Citizens Telecommunications Company of Volunteer State LLC ("Citizens") with offices at 180 South Clinton Avenue, Rochester, New York 14646. ITCD and Citizens may sometimes hereinafter be referred to individually as a "Party" or collectively as the "Parties".

WHEREAS, ITCD is a Competitive Local Exchange Carrier providing telecommunications services within the state of Tennessee;

WHEREAS, Citizens is a Local Exchange Carrier in the State of Tennessee;

WHEREAS, ITCD and Citizens are negotiating the exchange of Local Exchange Traffic, Extended Area Service (EAS) traffic and ISP-bound traffic (as such terms are defined below) between their networks and wish to memorialize this interim arrangement for the exchange of such traffic;

NOW, THEREFORE, in consideration of the mutual provisions contained herein and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, ITCD and Citizens hereby agree as follows:

1.0 DEFINITIONS.

As used in this Agreement, the following terms shall have the meanings specified below:

1.1 "Local Exchange Traffic" means any circuit switched calls that are originated by an end user of one Party and terminated to an end user of the other Party within the same rate center as established and defined by the applicable Citizens tariff as approved by the Tennessee Regulatory Authority ("TRA").

1.2 "Extended Area Service" or "EAS" traffic means those calls that originate in one Incumbent Local Exchange Carrier ("ILEC") exchange and are terminated in another ILEC exchange and may constitute a network that involves one or more ILECs, but which are classified as local by the applicable state public utility commission. Additionally, "Extended Area Service" or "EAS" is defined as a billing arrangement in which unlimited calls to specific areas outside the rate center but within the Commission-defined local traffic calling area are provided on a mandatory basis to a customer for a fixed monthly charge pursuant to Citizens tariff. EAS does not include County Wide Calling outside of the local calling area.

1.3 "Local and EAS Traffic Exchange Agreement" means the permanent or long term agreement regarding the exchange of Local Exchange Traffic, EAS traffic and ISP-bound traffic that the Parties will negotiate and execute to replace this Agreement.

1.4 "ISP-bound traffic" is defined in accordance with the FCC "Order on Remand and Report and Order", FCC Docket No. 99-68 (FCC 01-131) (released April 27, 2001) provided that the calling party

and the Internet Service Provider's modem bank or equivalent are within the local or EAS calling area as defined by Citizens tariffs.

2.0 TERM, SCOPE AND TERMS AND CONDITIONS.

Until the Parties enter into the Local and EAS Traffic Exchange Agreement that addresses the subject matter hereof, the Parties mutually desire to enter into this Agreement, pursuant to which calls, as defined in Sections 1.1, 1.2 and 1.4 of this Agreement, that originate on each Party's network and terminate to the other Party's customers can be completed; provided, however, that either Party may terminate this Agreement at any time for any reason upon thirty (30) days prior written notice to the other Party. The Parties agree to the following terms and conditions for the term of this Agreement:

2.1. Local Exchange Traffic, EAS traffic and ISP-bound traffic from Citizens to ITCD will be routed in accordance with this Section 2.1. The calls will be delivered via existing local trunks between the Citizen's network and the tandem owner to which the ITCD NPA/NXX homes per the LERG. Notwithstanding the definition of the meetpoint contained in Section 2.5 and the allocation of costs set forth in Section 2.6, the Parties agree that the issue of the responsibility of originating and terminating costs in connection with the exchange of traffic will be submitted by the Parties to the TRA for a declaratory ruling. Each Party will be responsible for its own costs, including, without limitation, attorneys' fees, in connection with the declaratory ruling proceeding. The Parties agree to be bound by the ruling of the TRA and to revise this Agreement to reflect the ruling. The Parties further agree to true-up the costs related to the exchange of traffic based upon the TRA ruling within thirty (30) days after the effective date of such ruling. Nothing in this Agreement prevents either Party from appealing the TRA ruling; however, the Parties agree to make payments in accordance with the TRA's decision while any such appeal is pending. If the TRA's ruling is overturned or modified by a court, then true-up payments will be made in accordance with the court's decision retroactive to the date of this agreement. In the event the TRA has not issued a ruling on this matter within six (6) months of the date of the execution of this Agreement, either Party may terminate this Agreement upon fifteen (15) days prior written notice to the other Party after the expiration of the six (6) month period. Because the Parties have agreed to submit the cost issue to the TRA for resolution and because the Parties have agreed to be bound by the TRA ruling and to reconcile the costs based upon such ruling, ITCD hereby agrees to pay the transit and facility charges assessed by BellSouth to either Party for the exchange of traffic pending the TRA's ruling. However, such payments are made by ITCD under protest and are only being made because of the Parties' agreement to submit the issue to, and be bound by the ruling of, the TRA.

2.2 Local Exchange Traffic, EAS traffic and ISP-bound traffic from ITCD to Citizens will be routed in accordance with this Section 2.2. ITCD will deliver calls to Citizens via the transit arrangement with the tandem owner to which the ITCD NPA-NXX homes. The calls will be delivered via existing local trunks between the Citizen's network and the tandem owner to which the ITCD NPA/NXX homes per the LERG.

2.3 Non-local exchange traffic, which for purposes of this Agreement is defined as calls with calling and called parties outside the local calling areas as defined by Citizens' tariffs (which such non-local traffic shall not include EAS traffic and ISP-bound traffic), will be routed by both Parties to interexchange carriers as selected by the end users and access charges will apply.

2.4 The Parties agree to a zero compensation rate (i.e., a bill and keep arrangement) for the exchange of Local Exchange Traffic, EAS traffic, and ISP-bound traffic.

2.5 The Parties hereby designate the following initial meet point(s) on Citizens' network: respective exchange boundary meetpoint for Local Exchange Traffic between Citizens and BellSouth based upon the routing of the LERG from originating and terminating NPA/NXXs. The Parties may designate other meet points at technically feasible points on Citizens' network by mutual agreement.

2.6 Citizens will bear all costs of originating and terminating Local Exchange Traffic, EAS traffic and ISP-bound traffic on its side of the meet point(s), and ITCD will bear all costs of originating and terminating Local Exchange Traffic, EAS traffic and ISP-bound traffic on its side of the meet point(s).

2.7 If Local Exchange Traffic, EAS traffic and ISP-bound traffic (as such traffic is defined in this Agreement) exchanged between the Parties exceeds a T-1 volume (i.e., 135,000 minutes of use) in any calendar month at any meetpoint, the Parties will establish direct interconnection trunks at a technically feasible point on Citizens' network for the exchange of Local Exchange Traffic, EAS traffic and ISP-bound traffic; provided, however, the establishment of direct interconnection trunks shall be governed by the terms of the Local and EAS Traffic Exchange Agreement. The Parties agree that this Agreement does not contain provisions for the establishment of direct interconnection trunks, and therefore, no such arrangement can be established unless and until the Local and EAS Traffic Exchange Agreement is executed by the Parties. Under this Agreement, Citizens may limit traffic between Citizens and ITCD to a T-1's capacity, i.e., 24 simultaneous voice grade channels.

2.8 The parties intend this Agreement to be an interim arrangement to allow the exchange of Local Exchange Traffic, EAS traffic and ISP-bound traffic until the Local and EAS Traffic Exchange Agreement is negotiated and executed between the Parties. The Parties agree to replace this Agreement with the Local and EAS Traffic Exchange Agreement. The Parties are free to propose and if necessary arbitrate terms and conditions in the Local and EAS Traffic Exchange Agreement that differ from those in this Agreement.

3.0 **TRAFFIC RECORDING AND AUDITS.** The Parties shall each perform traffic recording and identification functions. Within ten (10) days after receipt of a request from a Party (the "Requesting Party"), the other Party (the "Producing Party") shall provide any report or other documentation to the Requesting Party evidencing the fact that the traffic terminated by the Requesting Party for the Producing Party constitutes the type of traffic subject to the bill and keep arrangement hereunder rather than traffic that is subject to access charges. The traffic may be audited by the Requesting Party only once in any twelve-month period for the prior twelve month period upon the Producing Party's receipt of written notice at any time at least sixty (60) days prior to the date the Requesting Party seeks to commence an audit. The audit period will commence upon the Producing Party's receipt of written notice of the Requesting Party's intent to conduct an audit and shall include the trailing twelve-month period prior to the Producing Party's receipt of the Requesting Party's notice. Any discrepancies in the nature of the traffic (i.e., traffic subject to access charges vs. traffic subject to the bill and keep arrangement hereunder) determined by the Parties to exist as a result of the audit shall be "trued-up" by payment to the appropriate party within forty-five (45) days after such determination. The Requesting Party may select the auditor subject to the consent of the Producing Party, such consent not to be unreasonably denied, withheld or delayed. Each Party will pay its own costs for the audit, unless as a result of the audit it is determined that an amount in excess of \$10,000 is due the Requesting Party from the Producing Party for the audited period, in which case, the Producing Party shall pay the cost of the audit up to an amount not to exceed \$50,000.

4.0 **CALL DETAIL.** Neither Party will intentionally omit or cause call detail information such as Calling Party Number (CPN) or Automatic Number Identification (ANI) to fail to be delivered to the other Party.

5.0 **DELEGATION OR ASSIGNMENT.** Neither Party may assign its rights or obligations under this Agreement without the prior written approval of the other Party, which approval shall not be unreasonably withheld, except that either Party may assign all or any part of its rights or obligations under this Agreement without obtaining the other Party's consent (i) to any affiliate, (ii) to a lender as part of a collateral assignment or pledge which secures a financial facility necessary or required in the course of a Party's business operations, or (iii) in connection with the merger of a Party or other sale of such Party's business or assets.

6.0 **GOVERNING LAW.** The laws of the State of Tennessee shall govern this Agreement, without giving effect to its conflict of laws principles.

7.0 **COMPLETE AGREEMENT.** This Agreement is intended by the Parties as a final expression of their agreement and is intended as a complete statement of the terms and conditions of their agreement and supersedes all prior understandings and agreements with respect to the matters addressed herein, whether written or oral. To the extent that this Agreement conflicts with any other agreement with respect to the matters addressed herein between the Parties, this Agreement shall control.

8.0 **NO WAIVER.** No failure or delay on the part of any Party in exercising any right, remedy, power, or privilege under this Agreement shall operate as a waiver thereof or of any other right, remedy, power, or privilege of such Party under this Agreement; nor shall any single or partial exercise of any right, remedy, power, or privilege under this Agreement operate as a waiver thereof or of any other right, remedy, power, or privilege of such Party under this Agreement, or preclude further exercise thereof or the exercise of any other right, remedy, power, or privilege. The rights, remedies, powers, and privileges of the Parties under this Agreement are cumulative, and not exclusive, of any rights or remedies that they may otherwise have.

9.0 **JOINT PREPARATION.** The preparation of this Agreement has been a joint effort of the Parties and the resulting document shall not, solely as a matter of judicial construction, be construed more severely against one of the Parties than the other.

10.0 **NOTICES.** Except as otherwise provided herein, whenever it is provided in this Agreement that any notice, demand, request, consent, approval, declaration, or other communication shall or may be given to or served upon any of the Parties by another, or whenever any of the Parties desires to give or serve upon another any communication with respect to this Agreement, each such notice, demand, request, consent, approval, declaration, or other communication shall be in writing and shall be delivered either in person, with receipt acknowledged, or by certified or registered mail, postage prepaid, or by telecopy (provided such notice is simultaneously sent via nationally recognized overnight air delivery service), or sent by a nationally recognized overnight air delivery service, shipping charges prepaid, addressed as follows:

If to ITCD:

ITC^DeltaCom Communications, Inc.
4092 South Memorial Parkway
Huntsville, AL 35802
Attn: Director-Regulatory Advocacy
Facsimile No.: 256-382-3936

With a copy to:

ITC^DeltaCom Communications, Inc.
4092 South Memorial Parkway
Huntsville, Alabama 35802
Attn: General Counsel
Facsimile No.: (256) 382-3936

If to Citizens:

Citizens Communications
Attn: Director Carrier Services
180 South Clinton Avenue
Rochester, NY 14646
Tel: (585) 777-7124
Facsimile No.: (585) 424-1196

11.0 **SUCCESSORS AND ASSIGNS.** This Agreement will be binding upon and inure to the benefit of the respective Parties and their respective successors and assigns.

12.0 **SECTION HEADINGS.** Titles to sections, appendixes, and the like are used merely for convenience and will not be taken as an interpretation of the contents of those provisions or as an attempt to enlarge, limit, or define terms covered by this Agreement.

IN WITNESS WHEREOF, the Parties hereto by their authorized representatives have executed this Agreement.

ITCD:

CITIZENS:

ITC^DELTACOM COMMUNICATIONS, INC.

CITIZENS TELECOMMUNICATIONS COMPANY OF
VOLUNTEER STATE LLC

By: St H Brown

By: Kim Czak

Print Name: Steve Brownworth

Print Name: Kim Czak

Title: V.P. Systems Planning

Title: Director Carrier Svc

Date: 4-13-04

Date: 4/23/04

BUSINESS TELECOM, INC.

By: St H Brown

Print Name: Steve Brownworth

Title: V.P. Systems Planning

Date: 4-13-04

With a copy to:

ITC^DeltaCom Communications, Inc.
4092 South Memorial Parkway
Huntsville, Alabama 35802
Attn: General Counsel
Facsimile No.: (256) 382-3936

If to Citizens:

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By: Kim Czak

Print Name: Steve Brownworth

Print Name: Kim Czak

Title: V.P. Systems Planning

Title: Director Carrier Svc

Date: 4-13-04

Date: 4/23/04

BUSINESS TELECOM, INC.

By: St H Bmw

Print Name: Steve Brownworth

Title: V.P. Systems Planning

Date: 4-13-04

Disaster Recovery Plan

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1.0 PURPOSE

In the unlikely event of a disaster occurring that affects Citizen Communications long-term ability to deliver traffic to a Competitive Local Exchange Carrier (CLEC), general procedures have been developed to hasten the recovery process. Since each location is different and could be affected by an assortment of potential problems a detailed recovery plan is impractical. However, in the process of reviewing recovery activities for specific locations, some basic procedures emerge that appear to be common in most cases.

These general procedures should apply to any disaster that affects the delivery of traffic for an extended time period. Each CLEC will be given the same consideration during an outage and service will be restored as quickly as possible.

This document will cover the basic recovery procedures that would apply to every CLEC.

2.0 SINGLE POINT OF CONTACT

When a problem is experienced, regardless of the severity, the Citizens Communications Network Operations Center (NOC) will observe traffic anomalies and begin monitoring the situation. Controls will be appropriately applied to insure the sanity of Citizens Communications' network, and, in the event that a switch or facility node is lost, the NOC will attempt to circumvent the failure using available reroutes.

Citizens Communications NOC will remain in control of the restoration efforts until the problem has been identified as being a long-term outage. At that time, the NOC will contact Citizens Communications Restoration Control Center (RCC) and relinquish control of the recovery efforts. Even though the RCC may take charge of the situation, the NOC will continue to monitor the circumstances and restore traffic as soon as damaged network elements are revitalized.

The telephone number for the Citizens Communications Network Operations Center is 800-722-0288.

3.0 IDENTIFYING THE PROBLEM

During the early stages of problem detection, the NOC will be able to tell which CLECs are affected by the catastrophe. Further analysis and/or first hand observation will determine if the disaster has affected CLEC equipment only, Citizens Communication equipment only, or a combination. The initial restoration activity will be largely determined by the equipment that is affected.

Once the nature of the disaster is determined and after verifying the cause of the problem, the NOC will initiate reroutes and/or transfers that are jointly agreed upon by the affected CLEC's Network Management Center and the Citizens Communications NOC. The type and percentage of controls used will depend upon available network capacity. Controls necessary to stabilize the situation will be invoked and the NOC will attempt to re-establish as much traffic as possible.

For long term outages, recovery efforts will be coordinated by the Restoration Control Center (RCC). Traffic controls will continue to be applied by the NOC until facilities are re-established.

As equipment is made available for service, the RCC will instruct the NOC to begin removing the controls and allow traffic to resume.

3.1 SITE CONTROL

In the total loss of building use scenario, what likely exists will be a smoking pile of rubble. This rubble will contain many components that could be dangerous. It could also contain any personnel on the premises at the time of the disaster. For these reasons, the local fire marshal with the assistance of the police will control the site until the building is no longer a threat to surrounding properties and the companies have secured the site from the general public.

During this time, the majority owner of the building should be arranging for a demolition contractor to mobilize to the site with the primary objective of reaching the cable entrance facility for a damage assessment. The results of this assessment would then dictate immediate plans for restoration, both short term and permanent.

In a less catastrophic event, i.e., the building is still standing and the cable entrance facility is usable, the situation is more complex. Local authorities will initially control the site until the threat to adjacent property has diminished. Once the site is returned to the control of the companies, the following events should occur.

An initial assessment of the main building infrastructure systems (mechanical, electrical, fire & life safety, elevators, and others) will establish building needs. Once these needs are determined, the majority owner should lead the building restoration efforts. There may be situations where the site will not be totally restored within the confines of the building. The companies must individually determine their needs and jointly assess the cost of permanent restoration to determine the overall plan of action.

Multiple restoration trailers from each company will result in the need for designated space and installation order. This layout and control is required to maximize the amount of restoration equipment that can be placed at the site, and the priority of placements.

Care must be taken in this planning to insure other restoration efforts have logistical access to the building. Major components of telephone and building equipment will need to be removed and replaced. A priority for this equipment must also be jointly established to facilitate overall site restoration (Example. If the AC power system has sustained damage, this would be of the highest priority in order to regain power, lighting, and HVAC throughout the building.)

If the site will not accommodate the required restoration equipment, the companies would then need to quickly arrange with local authorities for street closures, rights of way or other possible options available.

3.2 ENVIRONMENTAL CONCERNS

In the worse case scenario, many environmental concerns must be addressed. Along with the police and fire marshal, the state environmental protection department will be on site to monitor the situation.

Items to be concerned with in a large central office building could include:

1. Emergency engine fuel supply. Damage to the standby equipment and the fuel handling equipment could have created "spill" conditions that have to be handled within state and federal regulations.
2. Asbestos containing materials that may be spread throughout the wreckage. Asbestos could be in many components of building, electrical, mechanical, outside plant distribution, and telephone systems.
3. Lead and acid. These materials could be present in potentially large quantities depending upon the extent of drainage to the power room.
4. Mercury and other regulated compounds resident in telephone equipment.
5. Other compounds produced by the fire or heat.

Once a total loss event occurs at a large site, local authorities will control immediate clean up (water placed on the wreckage by the fire department) and site access.

At some point, the companies will become involved with local authorities in the overall planning associated with site clean up and restoration. Depending on the clean up approach taken, delays in the restoration of several hours to several days may occur.

In a less severe disaster, items listed above are more defined and can be addressed individually depending on the damage.

In each case, the majority owner should coordinate building and environmental restoration and well as maintain proper planning and site control.

4.0 RESTORATION CONTROL CENTER (RCC)

The Restoration Control Center will be activated in the event of a disaster. The RCC is chaired by the VP / GM Tennessee. It is the VP / GMs responsibility to declare the activation of the RCC and classification of the outage.

In the event of a major service interruption, the VP / GM Tennessee will notify the RCC staff which will establish a conference bridge to be used for the communication link for the emergency restoral

The RCC staff will assess the service outage or natural disaster and direct the appropriate staff functional task force groups to provide the necessary personnel and supplies based on review of outage reports, nature of outage and restoral estimate times

The RCC will continuously monitor the progress and needs of functional work groups which will in turn issue information to the various state and local government agencies as to the status of restoring service.

The Tennessee RCC includes the following departments and is supported by the functional staff as indicated below:

1. Field Operations
2. Network Operations Center (NOC)
3. Engineering (Outside Plant)
4. Administration Support / Customer Contact
5. Public and External Affairs

The RCC is supported by the functional staff from the following departments:

1. Human Resources
2. Supply
3. Security
4. Building / Vehicles / Energy
5. Planning
6. External / Public Affairs
7. Engineering – OSP
8. Finance
9. Field Operations Supervisors
10. Sales / Business Services

Annually, the RCC will meet to review the Citizens Telecommunications Company of Tennessee Emergency Program to ensure its functionality is in accordance with current Citizens Policies and Practices

Each member of the RCC will have a Citizens Communications call out manual for the state and their area of responsibility that will contain the following:

1. Names and telephone numbers of their support personnel.
2. Names of contacts for materials.
3. List of emergency equipment locations such as generators
4. Any specialized information needed for them to perform their mission.

5.0 RECOVERY PROCEDURES

The nature and security of any disaster will influence the recovery procedures. One crucial factor in determining how Citizens Communications will proceed with restoration is whether or not Citizens Communications' equipment is incapacitated. Regardless of whose equipment is out of service, Citizens Communications will move as quickly as possible to aid with service recovery; however, the approach that will be taken may differ depending upon the location of the problem

5.1 CLEC OUTAGE

For a problem limited to One CLEC (or a building with multiple CLECs), Citizens Communications has several options available for restoring service quickly. For those CLECs that have agreements with other CLECs, Citizens Communications can immediately start directing traffic to a provisional CLEC for completion. This alternative is dependent upon Citizens Communications having concurrence from the affected CLECs.

Whether or not the affected CLECs have requested a traffic transfer to another CLEC will not impact Citizens Communications' resolve to re-establish traffic to the original destination as quickly as possible.

5.2 CITIZENS COMMUNICATIONS OUTAGE

Because Citizens Communications' equipment has varying degrees of impact on the service provided to the CLECs, restoring service from damaged Citizens Communications equipment is different. The outage will probably impact a number of Carriers simultaneously. However, the RCC will be able to initiate immediate actions to correct the problem.

A disaster involving any of Citizens Communications' equipment locations could impact the CLECs, some more than others. A disaster at a Central Office (CO) would only impact the delivery of traffic to and from that one location, but the incident could affect many Carriers. If the Central Office is a Serving Wire Center (SWC), then traffic from the entire area to those Carriers served from that switch would also be impacted. If the switch functions as an Access Tandem, or there is a tandem in the building, traffic from every CO to every CLEC could be interrupted. A disaster that destroys a facility hub could disrupt various traffic flows, even though the switching equipment may be unaffected.

The NOC would be the first group to observe a problem involving Citizens Communications' equipment. Shortly after a disaster, the NOC will begin applying controls and finding re-routes for the completion of as much traffic as possible. These reroutes may involve delivering traffic to alternate Carriers upon receiving approval from the CLECs involved. In some cases, changes in translations will be required. If the outage is caused by the destruction of equipment, then the RCC will assume control of the restoration.

5.2.1 Loss of a Central Office

When Citizens Communications loses a Central Office, the RCC will

- a) Place specialists and emergency equipment on notice;
- b) Inventory the damage to determine what equipment and /or functions are lost;
- c) Move containerized emergency equipment and facility equipment to the stricken area, if necessary;
- d) Begin reconnecting service for Hospitals, Police, and other emergency agencies, and
- e) Begin restoring service to CLECs and other customers.

5.2.2 Loss of a Central Office with Serving Wire Center Functions

The loss of a Central Office that also serves as a Serving Wire Center (SWC) will be restored as described in section 5.2.1.

5.2.3 Loss of a Central Office with Tandem Functions

When Citizens Communications loses a Central Office building that serves as an Access Tandem and as a SWC, the RCC will

- a) Place specialists and emergency equipment on notice;
- b) Inventory the damage to determine what equipment and/or functions are lost;
- c) Move containerized emergency equipment and facility equipment to the stricken area, if necessary;
- d) Begin reconnecting service for Hospitals, Police, and other emergency agencies;
- e) Re-direct as much traffic as possible to the alternate access tandem (if available) for delivery to those CLECs utilizing a different location as a SWC,
- f) Begin aggregating traffic to a location near the damaged building. From this location, begin re-establishing trunk groups to the CLECs for the delivery of traffic normally found on the direct trunk groups. (This aggregation point may be the alternate access tandem location or another CO on a primary facility route.)
- g) Begin restoring service to CLECs and other customers

5.2.4 Loss of a Facility Hub

In the event that Citizens Communications loses a facility hub, the recovery process is much the same as above. Once the NOC has observed the problem and administered the appropriate controls, the RCC will assume authority for the repairs. The recovery effort will include

- a) Placing specialists and emergency equipment on notice;
- b) Inventorying the damage to determine what equipment and/or functions are lost;
- c) Moving containerized emergency equipment to the stricken area, if necessary;
- d) Reconnecting service for Hospitals, Police, and other emergency agencies; and
- e) Restoring service to CLEC; and other customers. If necessary, Citizens Communications will aggregate the traffic at another location and build temporary facilities, when available. This alternative would be viable for a location that is destroyed and building repairs are required.

5.3 COMBINED OUTAGE (CLEC AND CITIZENS COMMUNICATIONS' EQUIPMENT)

In some instances, a disaster may impact Citizens Communications' equipment as well as the CLECs'. This situation will be handled in much the same way as described in section 5.2.3. Since Citizen Communications and the CLECs will be utilizing temporary equipment, close coordination will be required.

6.0 T1 IDENTIFICATION PROCEDURES

During the restoration of service after a disaster, Citizens Communications may be forced to aggregate traffic for delivery to a CLEC. During this process, T1 traffic may be consolidated onto DS3s and may become unidentifiable to the Carrier. Because resources will be limited, Citizens Communications may be forced to "package" this traffic entirely differently than normally received by the CLECs. Therefore, a method for identifying the T1 traffic on the DS3s and

providing the information to the Carriers is required

7.0 ACRONYMS

CO	Central Office (Citizens Communications)
DS3	Facility that carries 28 T1s (672 Circuits)
CLEC	Competitive Local Exchange Carrier
NOC	Network Operations Center
RCC	Restoration Control Center
SWC	Serving Wire Center (Citizens Communications switch)
T1	Facility that carries 24 circuits

8.0 HURRICANE INFORMATION

During a hurricane, Citizens Communications will make every effort to keep CLECs updated on the status of our network. Information centers will be set up throughout Citizens Communications. These centers are not intended to be used for escalations, but rather to keep the CLEC informed of network related issues, area damages, and dispatch conditions, etc.

9.0 CITIZENS COMMUNICATIONS DISASTER MANAGEMENT PLAN

Citizens Communications maintenance centers have geographical and redundant communication capabilities. In the event of a disaster removing any maintenance center from service another geographical center would assume maintenance responsibilities. The contact numbers will not change and the transfer will be transparent to the CLEC.